Senior Services

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target

Trend Key

Up = actual value has improved since last reporting period
Right = actual value has stayed the same since last reporting period
Down - actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Provide social work and advocacy services to seniors and their families to help them access resources					
🟢	⬆	Number of seniors receiving case management	95	73	22
2. Provide quality transportation services for seniors to important locations					
🟢	⬆	Number of unique riders	260	250	10
🟢	⬆	Total rides provided	1,759	1,600	159
🟢	⬆	% of riders completely satisfied with timeliness with transportation service (semi-annually)	92	90	2
🟢	⬆	% of riders completely satisfied overall with transportation service (semi-annually)	94	90	4
3. Provide programs and services at the Newton Senior Center that improve participants' quality of life, health, and happiness.					
🟡	⬇	Number of programs offered	46	50	4
🔴	⬆	Number unique program participants	386	482	96

Notes

Case Management is provided by the department's social workers and includes: assessment of needs, education about the resources that support the needs, referral to those resources, assistance in the application/eligibility process for each individual resource, and advocacy when needed to assure the delivery of the resource by the particular agency.